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# GlobeSurfer III+

# Firmware Update Procedure

Rev. 1.0



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## **1** INTRODUCTION

It is possible to make the GlobeSurfer III+ up-to-date by doing a firmware update. Firmware can be updated manually or the device can be set up to do the update automatically. In this document, it is explained how to do firmware update in different ways.

The firmware update duration is composed of:

- Upload of the firmware file to the GlobeSurfer III+
- update of the GlobeSurfer firmware
- update of the GlobeSurfer 3G module firmware (optional)

The duration of the upload of the firmware depends on the size of the firmware file. In the case of liveupdate, download of the firmware file from the server depends on the network speed as well. In average that can vary from 3 to 5 minutes.

The update of the GlobeSurfer firmware varies from 3 to 5 minutes.

The update of the GlobeSurfer 3G module firmware takes the longest time. If the module firmware needs to be updated, then the duration could vary from 5 to 10 minutes.

The total duration, including the file download could take up to 20 minutes to finish.

#### Important notes :

**NEVER** disconnect the power during the update process. This could cause irreversible damages to the device. Once you start a firmware update, wait until it is finished.

<u>ALWAYS</u> use the Ethernet connection to do a firmware update to ensure data integrity.



### **2** MANUAL UPDATE

The following explanation is based on GlobeSurfer III+ firmware version R1N79 and its default settings.

Please visit our support website to learn the latest firmware version as well as the improvements and new features brought by the new firmware version.

URL: http://www.option.com/en/support/software-download/gs3plus/

Download the firmware file and put it in a media accessible by the computer doing the firmware update.

#### ALWAYS DO A FIRMWARE UPDATE VIA THE ETHERNET CONNECTION

Connect a computer to the GlobeSurfer III+ with an Ethernet cable. Log in to the web GUI by browsing to 192.168.1.1 and entering the username and password.

Select the 'Go to Advanced Mode'. Go to System settings as shown in the following diagram and check if you would need a firmware update.





If update is needed, click on the upgrade link on the right hand side. The following screen will be shown:

Firefox 🔻			
👮 GlobeSurfer Management Console	+		
I92.168.1.1/index.cgi?active_page	ge=page_lan_upgrade&prev_page=page_about&req_mode=0&mimic_bu	itton_field=goto%3a+page_lan_up 🏫 ⊽ 🧭 🚼 マ Google	🔎 🏠 🖸 🗸
0 0			
OOPTION		GlobeSu	rfer III+
00		GIUDCOU	
Home Guide Overview Settings Users	tk p Internet Connection Internet Network Connections Monitor Routing Management	Welcome admin   Go to Basic Mode   se Site Map   D Reboot   Se Le Services System System Shortcuts Shortcuts	elephone SMS
Maintenance		About Olate Order III L Conferentian File L Patrick L Patrice France	Collinso I Discontino
ሯ Upgrade		About Globesurer III I configuration File I Reboot I Restore Pactory	y settings i opgrade i biagnostics
	ading the firmware upgrade file may take a few min	utes.	
Upgra	ade From a Local Computer		]
	Browse to locate the file, then press Upgrad	de to begin the firmware upgrade process.	
Firm	ware Upgrade File	Browse_ Oupgrade	J
Live	update setup		]
Live	update:	Notifications only	J
Notifi	er versions		-
	Poply Apply	Cancel	1

Click on Browse and select the firmware file from the location where the file was previously stored.

File Upload		? 🛛	
Look in: 📔	🔁 GS3+	O 🕸 🖻 🛄 -	
	FW_GS3_R1	N88.rmt	utton_field=goto%3a+page_lan_ur; 🏫 🛡 🥙 🦓 🛪 Google 🖉 🎓 🔯
Recent			ClabaCurfor III I
			GIODeSurier III+
Desktop			Welcome admin   Go to Basic Mode   🗞 Site Map   🕖 Reboot   爹 Logout   🗵 EN English 💌
My Documents			Services System Solution Shortcuts Telephone SMS
My Computer			Maintenance Objects and Rules About GlobeSurfer III   Configuration File   Reboot   Restore Factory Settings   Upgrade  Diagnostics
My Network File	le name: les of type:	All Files Cancel	nutes.
		Upgrade From a Local Computer	
		Browse to locate the file, then press <b>Upg</b>	rade to begin the firmware upgrade process.
		Firmware Upgrade File	Browse_
		Live update setup	
	l	Live update:	Notifications only
		Notifier versions	
		Apply Apply	Cancel



Click on the 'Upgrade' button and the firmware file upload will start. This upload could last for a couple of minutes depending on the file size.

Firefox 🔻		
😰 GlobeSurfer Management Console	+	
I92.168.1.1/index.cgi?active_page=	page_upgrade_cgi_ok&prev_page=page_lan_upgrade&req_mode=0&mimic_button_field=submit_buttor 🏫 🛡 😋 🚱 🖌 Google 🖉 🎓	•
0 0		
<b>O O P T I O N</b>	GlobeSurfer III+	-
Home Quick Setup	Welcome admin   6 to to Basic Mode   Site Map   (D Reboot   S Logout   EN English         Internet Connection       Image: Services         Image: System       Image: System         Image: System       Image: System<	IS
Overview Settings Users Maintenance Firmware upgra	Network Connections Monitor Routing Management Maintenance Objects and Rules About GlobeSurfer III   Configuration File   Reboot   Restore Factory Settings (Upgrade) Diagno	ostics
	A new firmware was successfully downloaded to GlobeSurfer.	
Current New Ver	Version: GS3 version 4.10.3.R1N79 rsion: GS3 version 4.10.3.R1N88	
	Do you want to upgrade to the new version?	

Click on 'OK' to confirm the firmware update. The GlobeSurfer III+ will reboot. The actual firmware upgrade only takes place after the reboot.

The 3 LED (blue, red and green) will flash in sequence meaning that the device is in its phase of firmware update. If you now connect to the GUI, it will display the following:

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🔮 GlobeSurfer Management Console	+			
€ 3 192.168.1.1		ל ⊽ פ <u>ו</u>	<mark>}]</mark> ▼ Google	<u>&gt;</u> 🔒 🖸 🗸
0 0				
<ul> <li>○ ○ P T I O N</li> <li>○ ○</li> </ul>		G	lobeSurfe	er III+
👽 Login				
	Son Internet Connection			
	Modem firmware upgrade in progress, please wait			
	User Name:	N English		
	Password (case sensitive):			
	<b>e</b>	<		



The update from here could take up to another 10 minutes to finish. **DO NOT** unplug the power or the Ethernet cable while the device is updating.

UNPLUGGING THE POWER DURING FIRMWARE UPDATE COULD CAUSE PERMENENT FAILURE TO THE DEVICE.

When the update is finished, the GUI will display again the log in screen.

## **3** LIVE UPDATE

The GlobeSurfer III+ has been designed to be able to do an automatic live update. The device is set up in such a way that it will look periodically at a preprogrammed live update server for firmware updates.

Live update can be set up in three manners:

- 1. Notification only the user is informed of a newer firmware version. If the user has installed the 'Notifier', the user will also receive a pop-up alert message.
- 2. Auto-download only if there is a newer firmware version, it is automatically downloaded, but the user has to confirm the update.
- 3. Automatic the update process is totally automatic. The device will download, update and reboot without the intervention of the user.

By default, the GlobeSurfer III+ is set to 'Notification only' meaning that the user will be notified on the device home page or through the 'Notifier' of the availability of a new firmware version.

Live update options setup:

Firefox 🔻		×
💅 GlobeSurfer Management Cons	+	
<b>(</b> 192.168.1.1/index.cgi?a	ve_page=page_lan_upgrade&prev_page=page_about&req_mode=0&mimic_button_field=btn_tab_goto%3a+pag; 🏠 🛡 🧭 🚷 👂 Google 🖉 🎓 🕼	Ŧ
0 0		
<u>о о р т і с</u>	N GlobeSurfer III+	
00		
Home 4	Ouick     Internet     Internet     Local     Local     Services     System     Internet     Internet	
Overview Settings Maintenance	Jsers Network Connections Monitor Routing Management Maintenance Objects and Rules	J
Upgrade	About GlobeSurfer III   Configuration File   Reboot   Restore Factory Settings (Upprede) Diagnostic	5
$\triangle$	Uploading the firmware upgrade file may take a few minutes.	
	Upgrade From a Local Computer	
	Browse to locate the file, then press Upgrade to begin the firmware upgrade process.	
	Firmware Upgrade File Coupgrade Sile	
	Live update setup	
	Live update: Notifications only  Disabled	
	Notifier versions Auto-download only Auto-download only Automatic	
	Download Windows Notifier	
	Apply Cancel	



#### 3.1 Live Update with Notification Only

If there is a newer firmware version, a message will be displayed at the right hand lower corner of the home page of the GlobeSurfer GUI.

Home Ouick Setup	Internet Connection	ork	System	Telephone SMS
Home	izard Quick Setup Site Map			
lnternet Connection			Services	
Operator Signal strength:	PROXIMUS Good (-77 dBm)	Disconnect	Firewall Typical Security	File Server Disabled
Connection status: Connection Type: Current connection time:	Connected UMTS 0:02:48 [hh:mm:ss]		Print Server Disabled	IPSec Disabled
Local Network	192.168.1.4 Connected	1 Computers Connected	Personal Domain Name Disabled	Failover Disabled
			Data Counter	
Storage		No Disks Connected	Sent bytes:	0.0 [MB]
😪 Printers		Print Services Disabled	Received Bytes:	0.0 [MB]
		(	Firmware update available	
			Firmware Version: R1N88	
	Au	tomatic Refresh Off		

The user could immediately do a firmware update by clicking on the new firmware version and confirm the update at the following screen.



### 3.2 Live Update with Auto-Download Only

If there is a new firmware version, the device will, upon connection, download automatically the firmware file from the Live Update Server. During the download, the progress can be seen at the right hand lower corner of the GUI.

		Welcome admin	Go to Advanced Mode   🗞 Site Maj	p   🕖 Reboot   🧊 Logout   🛛 EN English	~
Home	Quick Setup	Telephor	ıe	SMS	
Overview Map View Installation Wizard	Quick Setup Site Map				
Home					
🐊 Internet Connection			🧕 Services		
Operator Signal strength:	PROXIMUS Good (-73 dBm)	Disconnect	File Server Disabled	Print Server Disabled	
Connection status:	Connected HSDRA				
Current connection time:	0:01:54 [hh:mm:ss]				_
			🥥 Data Counter		
🧟 Local Network		1 Computers Connected	Sent bytes: Received bytes:	0.4 [MB] 9.7 [MB]	
Sector TSE-SPARE01 (me)	192.168.1.4 Connected			5. [1:0]	_
			Firmware update available		
📱 Storage		No Disks Connected	Downloading : R1N88 Bytes downloaded : 19796	60	
😒 Printers		Print Services Disabled			_
		Automatic Refresh Off			

After the download is complete, the GUI will display 'New firmware installed. Restart GlobeSurfer'. The user will have to restart the device to validate the firmware update.

		Welcome admin	Go to Advanced Mode   💑 Site Ma	ap   少 Reboot   🏇 Logout   🛛 EN English 🛛 💌
Home	Quick Setup	Telephon	e	SMS
Overview Map View Installation Wizard	Quick Setup Site Map			
Home				
Sinternet Connection			Services	
Operator Signal strength:	PROXIMUS Good (-79 dBm)	Disconnect	File Server	Print Server
Connection status: Connection Type:	Connected UMTS			
Current connection time:	0:04:26 [hh:mm:ss]		💫 Data Counter	
🕖 Local Network		1 Computers Connected	Sent bytes: Received bytes:	0.6 [MB] 18.8 [MB]
🛛 🎉 📕 TSE-SPARE01 (me) 🔅	.92.168.1.4 Connected			
			Firmware update available	
I Storage		No Disks Connected	New firmware installed. Re	estart GlobeSurfer
Se Printers		Print Services Disabled		
		Automatic Refresh Off		



To confirm the restart of the device, click on OK

		Welcome admin   Go to Advanced	Mode   🗞 Site Map   🕖 Reboot   🧊 Logout   🛛 EN English	~
Home	Ouick Setup	Telephone	SMS	
Overview Map View Installation	n Wizard Quick Setup Site Map			
Home				
Firmware upgra	de			
Current Versi	ion: R1N79			
Upgrade From	m the Internet			
New firm	ware installed.			
Rebooting	g will cause all connections to be interrupted,	including ongoing downloads and voice calls. A	re you sure you want to reboot ?	
	(	OK S Cancel		

#### 3.3 Automatic Live Update

If there is a new firmware version, the device will, upon connection, download automatically the firmware file from the Live Update Server and do a restart without any user intervention. The same firmware file download screen can be seen. At the end of the download, the device will restart automatically. The actual firmware upgrade will take place after the restart. The message 'Upgrading' or 'Upgrading Modem' can be seen from the display panel of the device. During this update, the connection is cut. If manually connection is set, then the user will have to manually reconnect after the update.